

Quality Assurance Policy

Guess1 Design Limited was established in 2005 to provide graphic design services to business, whether large or small. We are based in central London and employ two people, with capacity for a further two employees.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes (quarterly)
6. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees, full time or contract.

This policy is posted on the Company Notice Board and at the front of our quality manual which is held in our office at all times. Additionally an electronic version is available for download from our website.

Though the Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Our policy review date is 05/02/2012. The policy will be reviewed annually.

Signed:



Richard Oldfield

Director

Guess1 Design Ltd

Date: 05/02/2011

